

243922  
(Redacted)

Jocelyn.Boyd

**From:** Jim Harper <JHarper@harperimage.com>  
**Sent:** Wednesday, May 08, 2013 3:12 AM  
**To:**

COPY

**Posted:** led  
**Dept:** AA/ORS  
**Date:** 5/8/13  
**Time:** 1:37

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**To:**



**Cc:**

**Subject:**

Nothing personal please. I'm disillusioned by the true intent of your email below. The 1<sup>st</sup> unmanned space flight was in 1957 and we're still discussing how to maintain an efficient cost effective sewer system long term?!

Understand Tega Cay is not the only one experiencing ongoing problems with Utilities, Inc, ie River Hills, Foxwood neighborhood in Ft Mill and others noted on YouTube.

A visual of the (2) most recent back to back to back over spills of a total 150,000 gals of raw sewage (informed is a guess as no scientific instruments are used to measure) = (50) 3,000 gal sewage pump trucks dumping pure raw sewage into one area. If this amount of raw sewage were dumped on a road would it be taken more seriously? I'm sure it would. If so, why not taken just as seriously?!

As well it further concerns me of what is continuing to seep out of the old outdated cracked, broken, damaged, underground clay pipes. (believe early 1900's technology). Iowa State, Professor David White, recently developed a new sewer pipe made from recycled materials that is stronger, more light weight, more sanitary. Working with Besser company. Have you considered updating along side the old pipe? Of course above ground. I'm not sure how current Utilities technology is? I've seen pictures where duct tape was used. And assume since spillage continues and the over spill figures given is a SWAG that this technology could use some serious upgrades too.

If this concern had been going on for a couple of months maybe a year, I might be empathetic. But...years later. Absolutely hard to justify. At this point further diagnosis is simply observed as analysis paralysis.

In the meantime, the ground and lake continues to be polluted (not safe to swim), consumers (elders) are dealing with

sewage backup into their homes, children are running barefoot in the contaminated areas. And the citizens are paying the highest sewage cost in the state if not the nation.

Recently a neighbor informed me that she was unaware of this concern last year and went swimming in a non posted area off Tega Cay with her 2 yr old. Both suffered (5) eye infections within a 1 ½ mth time frame. They had swam the year before without concern. Feel certain others have had illness with and without knowledge of this concern.

Mr Oakly, please don't continue to insult our intelligence. The health issues continue to be #1. Both for the consumers and the environment. In the same order. Not to exclude what eventually flushes into the Catawba River (recently ranked as (1) of (3) most endangered rivers in the nation.

In this age of available down to earth technology, it's not rocket science. The answer for the simple fix is morality.

Suggest your CEO personally come and talk to his Tega Cay customer's to get 1<sup>st</sup> hand knowledge of what has and is not happening.

Thank you for the heartfelt understanding.

No reply requested.

Respectfully

Jim

**From:** Tom G. Oakley [mailto:TGOakley@uiwater.com]

**Sent:** Tuesday, May 07, 2013 2:54 PM

**To: Cc:** georgesheppard@comporium.net; Hipp, Dawn; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov

**Subject:** Tega Cay Water Service

Dear Tega Cay Water Service Customers,

My name is Tom Oakley and I am Chief of Staff for the CEO at Tega Cay Water Service. I am writing to you directly to let you know that we understand and share your concerns about the sewer overflows in our Tega Cay sewer system. We feel we have a responsibility to communicate directly with our customers, hence this letter. If you are not interested in receiving information directly from us going forward, please simply hit "Reply" and put "Do Not Contact" in the subject line.

First and most importantly, I want to be clear, we are going to figure out why we continue to have sewer overflows during significant rain events despite two years of work on this issue. Indeed, the system has been "tightened" up significantly, yet the situation seems to be getting worse. We are committed to stopping all sewer overflows as soon as possible, whatever it takes. We can understand how frustrated you, as homeowners, must be and we are putting all hands on deck to figure this out ASAP. We share your frustration and are committed to resolving the problem as soon as possible.

Secondly, I would like to tell you what we have been doing about this situation over the last two years –

- We have invested over \$1mm improving lift stations and the collection system.

- We have smoke-tested the drainage basin of Plant #2 looking for sources of infiltration. Rainwater infiltration is a major cause of sewer system overflows as rainwater can overwhelm the system.
- We have run a camera inside the majority of the Plant #2 sewer system to look for sources of inflow.

Thirdly, while the problems are clearly associated with rain events, we need to identify how this happening. Here is what else we are doing --

- We have a team of resources from around the country that are en route to Tega Cay. This includes several experts on this type of problem as well as manpower to walk the system and continue to look for sources of infiltration.
- We are bringing in all available camera trucks in the area to look for infiltration.
- We are dye testing the collection system and will be approaching the City to dye test areas of the storm water system in close proximity to the wastewater system. A harmless dye is introduced at various locations throughout the community to identify possible sources of infiltration.
- We are reviewing all changes in the area that could have potentially affected the collection system. These include things such as changes to storm drains or storm collection systems in the area, underground utility work, French drains, and any other underground structure.
- We have assigned a senior resource to this issue. Rick Durham, Regional Vice President, has been directed to focus exclusively on South Carolina and oversee these efforts, specifically. Rick is a water industry veteran and his experience and judgment will help move things ahead with the team and he will be personally responsible for determining solutions. Rick's regulatory experience includes serving as an advocate representing the interests of customers in matters that came before the utility commissions elsewhere. His degree is in Civil Engineering which gives him a full understanding of hydraulics in utility systems. Rick met on Friday in Columbia with our consulting engineer and received a full briefing on the current status. Rick is in Tega Cay today with the engineers and has invited members of both the DHEC and ORS staffs to join him for site visits and further discussions.
- The CEO has asked for a daily briefing on the status of resolving this problem until all overflows have been eliminated.
- We are, in parallel, identifying what can be done at the plant itself as a stop gap measure.

Lastly, we are asking for your help. Identifying the source of the infiltration is urgent and essential to resolve the problem. I would ask that you forward me any information regarding potential scenarios/changes outlined above of which you may be aware.

We are putting every resource necessary to work on resolving the situation in Tega Cay and want you to know it is an urgent priority for us. Should you have any system problems, let me encourage you to contact our customer service phone line (1-800-272-1919) since that is the fastest way to get resolution. However, Rick ([rjdurham@uiwater.com](mailto:rjdurham@uiwater.com)) and I are available to discuss any issues with you as well.

We appreciate your patience and look forward to closing this matter so that residents no longer need to be concerned and can enjoy your lovely community this summer.

Sincerely,

Tom Oakley  
Chief of Staff  
Office of the CEO



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